

Training Specialist. GS-1712-xx
APHIS
Veterinary Services
National Animal Health Policy and Programs
Professional Development Staff
April 2006

1. INSTRUCTIONAL DESIGN AND DEVELOPMENT	35%
2. INSTRUCTIONAL DELIVERY AND EVALUATION	35%
3. OTHER PROJECTS AND ASSIGNMENTS	10%
4. WORKING RELATIONSHIPS, TEAMWORK, COMMUNICATION, AND CIVIL RIGHTS	20%

Notes: This is a non-supervisory training specialist in a unit that develops and delivers specialized animal health technical and scientific training in for professional and technical employees and cooperators.

Element 1 – Weighted 35% **INSTRUCTIONAL DESIGN AND DEVELOPMENT**

The Training Specialist is responsible for working cooperatively with an assigned Staff Officer/Subject Matter Expert (SME)/Coworker to design and develop training courses as determined through needs assessments and VSMT approval.

Alignment: This element supports the accomplishment of

- VS Strategic Objective 5.1 Recruit, develop, and retain a competent, committed, and diverse workforce that provides high quality service, and
- PDS Strategic Goal 1, Develop and deliver training using the most efficient and effective learning technologies.

RESULTS AND MEASURES FOR FULLY SUCCESSFUL

Evaluation is based on the supervisor's observations and review of work products; feedback from SME, program customers, other Federal and State agencies, and other stake holders; tracking/reviewing system reports; and self-reporting. In the judgement of the supervisor, with few exceptions:

- Needs Assessment: Training needs are correctly identified through appropriate fact finding and a sound analysis.
- Learning objectives are:
 - In appropriate format and measurable.
 - Specific, clear, and when possible quantitatively measurable.
- Course design and curriculum reflects approved instructional system design (ISD) models. Courses:
 - Are tailored to meet the training needs of participants, based on needs assessment results.
 - Are well organized, coherent, and uniform, with smooth transitions throughout curriculum.
 - Incorporate a variety of appropriate and well integrated techniques and delivery methods appropriate for participants (based on nature of instruction and cost benefit).

- Reflect good understanding of veterinary medical concepts, principles, and practices and appropriate sciences applicable to disease diagnosis, control, eradication, and health programs.
- Course design and curriculum are approved by the SME.
- Course development status and milestones are documented and tracked using MS Project and/or PDS contracts document in accordance with the SOP or other instructions.

Element 2 – Weighted 35%

INSTRUCTIONAL DELIVERY AND EVALUATION

The Training Specialist is responsible for working cooperatively with an assigned Staff Officer/ Subject Matter Expert (SME)/Coworker to deliver, present, and evaluate training while projecting a positive image and displaying knowledge of the course subject.

Alignment: This element supports the accomplishment of

- VS Strategic Objective 5.1 Recruit, develop, and retain a competent, committed, and diverse workforce that provides high quality service, and
- PDS Strategic Goal 1, Develop and deliver training using the most efficient and effective learning technologies.

Results and Measures for Fully Successful:

Evaluation is based on the supervisor's observations and review of work products; feedback from SME, program customers, other Federal and State agencies, and other stake holders; tracking/reviewing system reports; and self-reporting. In the judgment of the supervisor, with few exceptions:

- Assigned courses are delivered as scheduled in accordance with the instructional plan.
- Courses receive an average rating of 3 - 3.5 on a 5 point scale on participant evaluations.
- Evaluation instruments are educationally sound, follow established PDS models, and are free of bias. Outcomes are measurable and easily converted to quantitative data.
- Executive summary of evaluation results and analysis is completed within 30 days (unless discussed with Supervisor to extend timeframe) of end of course and are provided to supervisor (and client, as applicable) in an agreed upon format.
 - Conclusions on the value of the course, its appropriateness for the intended audience, and whether the course objectives are met are soundly based on the evaluation data.
- Recommendations for improvement are sound and appropriate.

Element 3 – Weighted 10%

OTHER PROJECTS AND ASSIGNMENTS

Results and Measures for Fully Successful

Evaluation is based on the supervisor's observations and review of work products; feedback from SME, program customers, other Federal and State agencies, and other stake holders; tracking/reviewing system reports; and self-reporting. In the judgment of the supervisor, with few exceptions:

Other Projects and assignments:

- Special assignments and projects are completed in accordance with the requestor's instructions within requested timeframes.

- Written work products are generally accepted as written and require minimal changes.

Element 4 – Weighted 20%

WORKING RELATIONSHIPS, TEAMWORK, COMMUNICATION, AND CIVIL RIGHTS

Results and Measures for Fully Successful

Evaluation is based on the supervisor's observations and review of work products; feedback from coworkers, SME, program customers, other Federal and State agencies, and other stake holders; tracking/reviewing system reports; and self-reporting. Results and measures for fully successful - with few exceptions:

Teamwork

- Participates constructively in all meetings, listens to others' ideas and helps group work toward project/task goals, practicing team values.
- Provides backup and considers larger staff responsibilities rather than focusing solely on individual responsibilities
- Balances team and individual responsibilities.
- Administrative documents are completed in accordance with office standards and time frames.
 - T&As are submitted by Monday following the end of the pay period or otherwise requested.
 - Travel Vouchers are completed within 1 week after returning to the office.
- Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect towards coworkers, office visitors, program clients, and all others in the performance of official business.

Communications

- Consults with appropriate staff members on projects, assignments, and other issues affecting the staff or common program issues.
 - Works with all staff members as assigned in a professional and respectful manner.
 - Keeps supervisor informed of activities, including issues that may interfere with accomplishment of established goals.
- Shares information, knowledge, and expertise with co-workers.
 - Specialist update is given at weekly staff meeting and if not able to attend, updates are posted on the agenda or emailed to the meeting facilitator or another staff member to be posted prior to each meeting.
 - no more than 1 out of 5 missed instances of providing an update
 - Completes trip reports within 2 – 3 weeks of return from a learning event or Task Force assignment unless discussed with Supervisor to extend time frame.
- Voice mail greeting:
 - When in the office, will be changed daily to reflect hours in the office.
 - When in travel status or out of the office for other reasons, the greeting will state the dates of absence, and whether voicemail will be answered before returning.
- Responds to telephone calls, voice mails, e-mails and faxes in a professional, courteous manner in accordance with the SOP or other instructions.
- Maintains cooperative demeanor in difficult situations or relationships; facilitating resolutions of problems and conflicts.
- Follows up with customers and keeps them informed of status of projects and/or assignments.
- Projects a positive attitude and cooperative image when working with all customers.
- Establishes and maintains commitments with customers.

Civil Rights

- Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect towards coworkers, office visitors, program clients, and the general public.
- Demonstrates an awareness of Equal Opportunity and Civil Rights and responsibilities in the Agency and Department towards valuing a diverse yet unified workforce.
- Mandatory EEO training is completed.

Consideration for exceptional element rating will be given to employee's who demonstrate the following:

- ◆ Initiative, exercise good judgment and deliver high level customer service on a routine basis
- ◆ Exceptional responsiveness identified in feedback from colleagues, clients, customers or the public
- ◆ Eagerness and enthusiasm toward continuous development and nurturing of team cohesiveness.
- ◆ Provides high quality professional development assistance and support, such as coaching and mentoring assistance to coworkers and others as assigned.